

Child Care Services Daily Update – August 24, 2020

The Tennessee Department of Human Services is committed to supporting child care agencies in providing programs that are safe, healthy and educationally rich. The impact of the COVID-19 pandemic has created many challenges over the past several months and many opportunities to approach the delivery of services in different ways. Thank you for remaining flexible and attentive to health and safety protections, while also remaining responsive to family needs.

Important Update: We did not intend to cause alarm when we provided information earlier this week regarding timing of payments. We wanted to be transparent about payment timeline expectations. At this time, the issues have been resolved and payments are being issued as normal. Thank you for your patience and your continued commitment to caring for Tennessee’s children.

Please Note: Enrollment Attendance Verification forms (EAV’s) that were submitted through August 21, 2020 have been processed and sent to Edison for disbursement. You should see these payments reflected in your accounts, no later than Thursday, August 27,2020. We greatly appreciate your understanding during this time.

Child Care Certificate Program Update:

The Department will continue to reimburse at the maximum reimbursement rates based on the child’s care level according to the Child Care Certificate Program Provider Reimbursement Rates found [here](#) for all child care payment assistance categories.

Please Note: The Child Care Certificate Program will continue to waive all parent co-pay fees for all pay periods through December 31, 2020. We want to support families and child care providers during this time by paying the full cost of care up to the maximum Child Care Certificate Program Provider Reimbursement Rates established by the Department.

Additionally, TDHS will continue to make subsidy payments for all children enrolled in the certificate program as usual for participating providers who are open, even if the child is not attending, perhaps due to family impact. However, if you are aware that a child has been disenrolled with your agency, please indicate on your EAV the child has terminated with a “T” when submitting. This will allow the opportunity for another family who may be in need of child care to utilize the slot with your agency.

If you are not currently enrolled in the Child Care Certificate Program, we encourage you to do so in order to provide these new supports for families of children who work in essential services and are



enrolled in your care. We are prepared to expedite the Child Care Certificate Program enrollment to provide timely payment.

We will be happy to assist you with enrollment. Please submit your agency contact information including name of agency, name of person to contact, and telephone number in the request for enrollment to ChildCare.Certificate.DHS@tn.gov. You will then be contacted by a Child Care Services staff member to discuss participation and complete the contract for enrollment. This one-on-one contact will allow the opportunity to discuss the procedures and answer any questions you may have about the program and the benefit for families, the community and you.